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## **Loway Adds Support For OrecX TR Open Source Recorder In New QueueMetrics® Call Center Monitor 1.5.1**

*Latest Version of Leading Call Center Monitoring Application for Asterisk PBX is Now  
Able to Factor Out Calls Using OrecX's Open Source VoIP Call Recording Software*

**CHICAGO, IL – (DATE)** – OrecX LLC, a leading provider of open source voice recording applications, today announced that its call recording product, OrecX TR, is now supported in QueueMetrics 1.5.1, the latest version of the popular call center monitoring application from Loway. The support means that large-scale users of QueueMetrics®, a solution for the open-source Asterisk® PBX (Private Branch eXchange), can now lower their operating costs by easily moving audio recordings from the main Asterisk server to a dedicated server.

QueueMetrics turns any Asterisk PBX into a full-featured contact center. Able to support up to 500 live agents, the suite allows operations managers, call team leaders and call agents to complete their daily tasks through a real-time computer interface. Operations managers can view activity reports, listen to recorded calls, measure agent activity and business targets, while team leaders can see current agent status and listen to live calls as they are handled. QueueMetrics also allows agents to see calls they're handling, integrate with external Customer Relationship Management (CRM) applications and more.

By providing support for OrecX TR, Loway gives QueueMetrics users a way to record calls with minimal changes to the Asterisk dialplan. As the user's audio storage medium, OrecX TR will cut the disk I/O and transcoding costs necessary for the main Asterisk server(s). It accomplishes necessary recording and storage tasks while retaining a high level of control, even in distributed or clustered Asterisk deployments.

“OrecX TR is a very popular solution used in thousands of call center networks around the world. Bringing support for OrecX into the QueueMetrics environment will lower costs, simplify call recording, and extend functionality for many QueueMetrics users,” said Lorenzo Emilietri, managing director of Loway.

“The new support for OrecX TR in QueueMetrics only underscores the way OrecX has become a mainstay in the call center industry,” noted Bruce Kaskey, COO of OrecX. “QueueMetrics users will be pleased with the flexibility, durability and level of customization possible with OrecX.”

As the leading open source call recording solutions provider, OrecX has won numerous awards including the 2008 VON Magazine Innovator Award and the 2007 Product of the Year Award from Unified Communications magazine. OrecX products directly support open source products from Digium®, the Asterisk® Company, including Asterisk Business Edition™.

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To learn more about OrecX TR, log on to [www.orecx.com](http://www.orecx.com); additional information about Loway's QueueMetrics can be found at [www.queuemetrics.com](http://www.queuemetrics.com).

### **About OrecX:**

*Chicago based OrecX provides VoIP recording solutions at a fraction of the cost of proprietary recording applications to over 200 end clients in every continent in the world. OrecX is the primary developer and sponsor of the Oreka open source call recording project hosted on sourceforge.net ([www.oreka.org](http://www.oreka.org)). More than 40,000 users have downloaded the open source version of OrecX, which has received accolades from Linux World, Unified Communications Magazine, and VON Magazine.*

*For more information, please visit: [www.orecx.com](http://www.orecx.com).*

### **About Loway:**

*Based in Switzerland, Loway provides reporting and monitoring solutions for Asterisk® based Call-Centers. Its QueueMetrics® software powers thousands of call-centers in over 70 countries worldwide and is noted for its flexibility, scalability and heavy-duty capabilities.*

*For more information, please visit [www.queuemetrics.com](http://www.queuemetrics.com).*

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